



Guide Book

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Contacting Camp Leaders

If you have a general question before you head to the states, email or call your local customer service team during business hours.

Once you're in the States you may need to reach out to our US team for assistance.

Camp Leaders USA Office business hours are from 9am - 5pm EST, Monday to Friday. If you are calling from a landline, our US office telephone number is a toll free number and there is no cost. The USA office can be reached at **1-866-803-7643**, or via email usa@campleaders.com.

During the month of June, the office is open 7 days a week.

You can reach the Camp Leaders US staff 24 hours a day at **1-866-803-7643**. During out of office hours, this same number will connect you to an answering service. Participants should listen to the welcome message and **press 0** to be connected to our answering service. Please make sure to leave your full name, name of camp or program and the phone number you can be reached at. A representative from the Camp Leaders US office will then contact you.

In an Emergency

Contact the Camp Leaders USA office in any of the situations listed below:

- Travel difficulties
- You have been fired
- You have a legal emergency
- There has been an emergency at home
- You are involved in a medical emergency
- You have gone to the emergency room
- You have concerns that need to be addressed prior to the next business day

How to Prepare

In this section, you'll find everything you need to know about going to summer camp with Camp Leaders. This will guide you from departure to your time at camp and even post-camp traveling. Use the subtitled categories to answer any questions you might have.

Use this section to make sure you're fully prepped with what you need to take with you to your program.

The Essentials

- **Checked baggage** - Check the website of the airline you're flying with for weight restrictions
- **Trainers** - 2 pairs
- **Casual shoes** - 1 pair
- **Shorts or leggings** - 3 pairs
- **Jeans** - 1 pair
- **Underwear/socks** - 10 pairs
- **Swimwear***
- **Warm hoodie**
- **Raincoat**
- **T-shirts** - 5 minimum
- **Outfit for staff banquet**
- **Watch**
- **Adaptor**
- **Toiletries**

Reminder: Label your suitcase on the inside and outside and use only TSA approved locks

*(one piece swimming suit usually required at most camps females) - 2 pairs

The following items should be in your hand luggage and make sure to carry an extra copy in your checked luggage. Most camps will have a safe place for you to store your important paperwork, such as a safe.

- **Your passport & J1 VISA**
- **Visa paperwork - DS-2019 form**
- **SEVIS receipt**
- **Insurance card**
- **Flight itinerary**
- **A copy of your camp contract**
- **A copy of your police check and medical form**
- **Any travel tickets for your departure and arrival (train tickets)**
- **A copy of your onward travel information printed out from your Camp Leaders profile**

Things to Keep in Mind Before You Leave

Mobile Phones

Check with your mobile phone company to see what is available on your contract before you head out. Look into costs to purchase a SIM card prior to coming to the United States. You can also purchase a pay as you go phone in the United States. Due to some remote locations for camps, anticipate that internet and cell phone service may be slow and potentially there will be no cell phone service.

Money

We recommend having **\$200 in cash and a credit card with you** when coming to the United States. It may be that you have to get a bus or train to camp (which camp will reimburse) or your debit card doesn't work immediately when you arrive.

Your Personal Bank

Once you know your departure date, notify your bank of your travel plans. If you do not, and attempt to use your bank card, your bank may presume fraud and potentially freeze your account. One quick phone call will make sure you're covered. Do the same for a major credit card.

Social Media

Summer camps in America have quite a few rules surrounding social media at summer camp. Make sure you have reviewed your camps social media policies and know what's expected of you when online.

Going Private

Make sure to make your social media accounts private. Status updates, pictures and even the different pages you've liked can all be seen by others. Camps have dropped future staff members before they've even arrived in the USA based on what has been found on their social media accounts. Be wary about how you portray yourself on any of your social media accounts.

Know Your Camp Rules

We're sure that when you sign your contract there will be a whole section on social media and what your camp expects, from adding campers on Facebook to phone usage at camp.

Take the time to read this, know this and understand it inside and out.

Share Your Summer Camp Stories

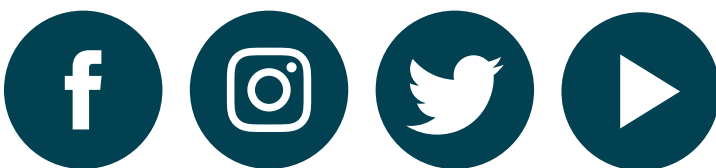
#CampLeaders

When you do get the chance to update everyone back home with what you're up to at camp, we want updating too.

Make sure to follow and tag us in everything you do. When we say everything, we mean everything.

From days off (D'offs)to paint wars. From grilled cheese to the blob. Everything...

You can find us on:



Don't forget to #CampLeaders on your posts too.



Sponsor Information

J1 VISA Exchange Visitor Program Sponsorship

You are a part of a cultural exchange program as an exchange visitor. Your travel to the United States is on a J1 Cultural Exchange Visa. Camp Leaders partner with US Department of state designated visa sponsors to care for you and provide the necessary paperwork.

This is a special type of temporary/seasonal visa that allows you to work on a sponsored program in the USA, in your case working at a summer camp.

The Camp Leaders primary visa sponsor is Cultural Homestay International (CHI) based in San Rafael, California. Some Camp Leaders participants are sponsored by other visa sponsors. It is mandatory for you to know who your visa sponsor is and how to contact them. Your visa sponsor's information can be found on your DS-2019 and on your Camp Leaders profile in the visa section.

Camp Leaders Visa Sponsor Partners Are:

Cultural Homestay International (CHI)

255 West End Avenue, San Rafael, CA 94901
Phone: **1-800-432-4643**

United Studies Student Exchange (USSE)

100 Ridgeway St, Suite 1A, Hot Springs, AR 71901
Phone: **1-800-869-8585** Phone: **1-888-812-3208**
(Emergencies)

The Council on International Educational Exchange (CIEE)

300 Fore St., Portland, ME 04101
Phone: **1-800-407-8839**

Cultural Exchange Network (CENET)

338 Broadway St., Ste. 620, Cape Girardeau, MO 63701
Phone: **1-866-513-3638**

Cultural Experience Questionnaire and Check-in

Every 30 days you are required to fill out a short online questionnaire. This is a requirement of the US DoS (Department of State) and initiated by your sponsor to ensure your health, safety and welfare while on your camp program and to also share highlights of your program. You will receive further information on this via e-mail, directly from your visa sponsor. If you need more information, log in to your Camp Leaders profile and head to the Visa section.

Insurance

Understanding how your medical insurance works in the United States is important.

You must be insured from the day you depart to the United States until you arrive back home. It is your responsibility to ensure your insurance dates match your travel dates.

It's always good to know some of the terminology and procedures when it comes to medical care. We've put together a list to assist in your understanding of frequently used language relating to types of medical claims, alongside any insurance information you may need.

Please note - If your visa sponsor is CIEE you have a separate insurance policy. The general information below is still applicable but please check your CIEE paperwork for exact details such as co-pay amounts.

Workers Compensation Insurance Coverage

While carrying out your assigned duties at camp, you are covered by this special type of insurance. This is a policy provided by your camp program to provide insurance coverage during the scope of your employment. If you have an injury caused by, or related to, your work at camp, you do not need to worry about deductibles or payments - your camp will take care of it. If you are unsure if the treatment needed is covered by worker's compensation or your own insurance, please reach out to our US office.

Medical Treatment Insurance Coverage

Medical treatment in the United States is provided by private companies and is very expensive. The policy you are enrolled on provides coverage for medical expenses up to 250,000 USD or 2,000,000 USD if you have chosen to upgrade your policy.

Note: The insurance that we provide is for illness and work related injuries, on days or nights off, and while you are travelling after camp.

Co-Payment

This is the amount you have to pay upfront before you receive non-emergency treatment. This will be \$100, or \$50 if you have chosen to upgrade your insurance. This is for treatment by a doctor or walk-in clinic. Most camps have nurses and doctors on duty, so before going to see a doctor in town, please check with them as they will be able to assist you with questions. If you have any questions relating to insurance or your co-pay while in the United States, we encourage you to reach out the US office for assistance.

Urgent Care

This is like a walk-in clinic, or even a visit to your family doctor. You will need to pay your co-payment. Your camp will know the nearest facility for you to go to. You are also able to search on the eSecutive website to find a doctor or Urgent Care facility in your area.

Emergency Room

The emergency room (ER) is where you would go if the care you needed was serious and you are not able to seek treatment at an Urgent Care or a doctor's office. When determining where best to go, the ER is essentially the place for treating life-threatening injuries, something you would normally require an ambulance for. You will need to pay a higher co-pay for emergency rooms - \$350.00. This co-pay will need to be paid if not a work-related injury/claim. It is extremely important that the US Camp Leaders office is notified immediately if you have to go to the Emergency Room.

Direct Billing

This means that the costs of your treatment are billed directly to the insurance company after you have paid your co-payment. This is why it is important that you print out and have your insurance card with you at all times. Insurance coverage is provided by AETNA and their information is on your insurance card. When seeking a treating doctor or urgent care, please make sure to select one that is affiliated with AETNA. This will decrease the amount of payment that you will be responsible for. To find a medical treatment provider, please log in to eSecutive system and use the search engine feature to find the nearest facility/doctor that AETNA provides coverage to.

Activating Your Insurance

You must activate your insurance before you depart for the USA. To activate your insurance follow Camp Leaders instructions in the insurance section of your Camp Leaders profile.

- All the details on your insurance policy, coverage and upgrades can be found through your eSecutive account.
- Print out your insurance ID card in duplicate, one for your hand luggage and the other in your suitcase and keep this card with you at all times when in the USA.

Note: This is for health/medical insurance only. If you would like to include coverage for lost/damaged luggage you can upgrade your policy.

Pre Existing Conditions

Please be aware that if you have a condition that has been treated, or you have taken regular medication for, in the last 36 months, it will not be covered by this insurance.

Contact your country office if you are not sure this applies to you, we'll be able to talk through and work out which coverage you need.

Extending Your Insurance

If you change your flight plans and decide to stay longer don't forget you must extend your insurance through your eSecutive account.

Note: It is your responsibility to update your insurance dates to match any new travel dates.

Length of Insurance Coverage

90 days of insurance is included in your Camp Leaders program fees. If your camp program is longer than 90 days and/or you are staying and travelling after the 90 days. The cost is \$1.95 per day and you can extend your coverage and pay through your eSecutive account.

Important Forms & Documents

Visa Paperwork Explained

Refer to your checklist of important documents that you are bringing with you to the United States – bring originals in your carry on bag and a photocopy of all important documents in your suitcase.

J-1 Cultural Exchange Visa

The visa itself will be a sticker on a page inside your passport. Keep your passport and your DS2019 form together at all times. Your visa represents permission from the US Government to work legally in the US as Support Staff or Counselor at a summer camp. At the conclusion of your program, you have 30 days grace period to travel within the USA before you are required to leave the country.

You may only work as a Counselor, or as Support Staff at the camp for which you have a contract. You must arrive at your camp on the date designated on your camp contract.

DS-2019 Form

This form is issued by a US Department of State accredited visa sponsor. It certifies you as eligible to take part in the cultural exchange program and is a vital part of the application process for a J-1 Visa. This document must be kept safe with your passport and visa. Your passport and visa are no good without this form - so remember to take it with you!. Make sure to keep all of your important paperwork together in a safe place prior to departing for the United States. If your DS2019 form gets lost or damaged, there is a reprint charge fee of \$50.00.

SEVIS I-901 Receipt

SEVIS stands for Student and Exchange Visitor Information System. It is a system that the US Department of State and Homeland Security keep track of all participants on the J-1 Visa program. This form indicates that the SEVIS fee has been paid, and will be required for your J-1 Visa appointment at the US Embassy or Consulate. This fee is paid for you and you can obtain your information as to how to print out this receipt on your profile under the Visa Section. This form must also be part of your important documents that you bring with you to the United States.

Customs Form

On the flight, you will be given a customs form. Make sure to have a pen in your hand luggage. All travellers to the USA are required to fill this out. The immigration officer you meet upon your arrival will stamp it and return it to you. On leaving the baggage hall, after picking up your luggage, you will give this form to a customs officer.

I-94 Record

This is your official Arrival/Departure record from the United States Department of Homeland Security. This will need to be printed out once you have arrived at camp. This is a necessary document to apply for a Social Security Card and proves your legal visitor status in the United States. The form can be obtained by visiting the website listed below and entering the following information: Your full given name and last name (as shown on your passport), your date of birth, passport number and passport Country of issuance.

[I-94 Website](#)

Paperwork After Arrival Explained

Once you arrive at camp you will be required to complete paperwork that your camp program requires.

Social Security

All participants should apply for a Social Security number. Camps will assist with this process. In order to apply for a Social Security Card, camps are required to notify the Camp Leaders office that you have arrived.

If you are coming to the United States as a Camp Counselor, your visa sponsor will validate your program in SEVIS (Student and Exchange Visitor Information System an official website of the US Government) once camp notifies the US Camp Leaders office of your arrival. For Support Staff you must validate your arrival directly with your sponsor and this needs to be done as soon as you arrive at camp. Visit the visa section of your Camp Leaders account for information and instructions from your Sponsor as to how to do this.

Once your arrival process is complete, in approximately 5 business days you can apply for your Social Security Card. This requires the following: A completed application for Social Security Number, your passport, J-1 Visa, DS-2019, I-94 and your camp contract.

I-9 Form

This is a required form for US employers. It serves as a verification that you are eligible and certified to work legally in the United States.

W 4 form

The W-4 form is the form that is completed in order for your camp to withhold taxes. Local state and US Government taxes are withheld based on the number of deductions entered on your form. Please make sure to ask questions if you are not clear on how to complete the form.

Taxes

Your pocket money will be subject to taxation from your employer, this will be a small amount. You will receive a W2 form in January 2020. This is a summary of your earnings in the US. Based on this form by April 15th 2020 you can fill out your personal tax forms for the United States.

Travel to the US

Your Flight to Camp

Depending on the country from which you are travelling, flights may be arranged for you, or you will have organized your own. If you are unsure about your flight arrangements then check the 'Travel and Flights' section of your Camp Leaders profile.

For flights organized by Camp Leaders, you will receive an email notification of your outbound flight, no later than 10 days before your travel date. Once you receive this email, go to the Travel and Flights section to access your flight booking reservation number. You can view everything you need to know about your flights through your airline's website.

Always arrive at the airport at least 3 hours prior to your scheduled departure. Check the screens for the latest gate info as they may change.

Travel Delays

You may be held up with flight delays. If your flight is significantly delayed at your home airport you should contact your local Camp Leaders office and let them know what is happening. The country office will follow up with your case as soon as they can but by the time you get to America, they will have a new onward travel ready for you.

At most American airports there will likely be access to free WiFi once you have cleared customs. In case you can't get to your emails, please call the US helpline as they have been keeping in touch with your country office and camp relating to any known flight delays or travel issues.

If your connecting flight has been delayed in the United States, call the US Camp Leaders helpline. Camps also keep an eye on your flight and most likely already know about the delay.

Immigration and Customs

There are some things that you need to know to make sure that everything goes as smoothly as possible.

When arriving at the Immigration and Customs desk, be ready to answer questions and provide your documents to US immigration. It is important to be friendly, do not have your phone out, have your important documents readily available, passport, Visa, DS2019 form, camp contract, Sevis Receipt and customs form that you completed on the plane. Know the address and name of camp that you are going to. Have a copy of your onward travel instructions printed out with your important paperwork as this has the camp name and address on it.

In addition to reviewing your documents, an immigration officer will also ask you some questions: such as 'What are you doing in the USA?' Be prepared for this and please answer appropriately. Eg. I am going to Camp (Name) to be a Camp Counselor. They will also take your photograph and fingerprints. Now collect your luggage and head for the exit where you will pass through customs. Hand your customs form to the officer and be prepared to answer any questions.

ESTA

You may have heard of an ESTA (Electronic System for Travel Authorization), which is the online application you have to submit before you can visit America as a tourist. You are **not** entering the United States on your ESTA, you are entering with your J1 Visa.

Arrival in the US

Connecting Flights in the USA

If you are on a connecting flight, you must collect your luggage, pass through customs and border control and then re-check it for your next flight. If you have a boarding pass for that flight, just check the information screens for your departure gate. If you did not get your boarding pass when you left your home country, just ask for it at the airline's service desk. Don't be afraid to ask a member of the airport staff if you're not sure.

Note: Keep an eye on the airport screens for gate changes as this happens frequently.

Lost Luggage

If for any reason your luggage does not make it to your final destination, you must file a lost luggage claim while at the airport. Camp Leaders US Office and your camp can assist with obtaining your lost luggage, but cannot do so unless you have filed a lost luggage claim.

Onward Travel to Summer Camp

You should have in your hand a copy of your onward travel instructions. You can access this via Wi-Fi with the Camp Leaders App or you can also visit the 'Travel and Flights' section of your Camp Leaders profile to print these instructions out before you fly. Contact the Camp Leaders US office helpline at any time during your travels if you need assistance.

Life at Camp

Summer camp is amazing but it is also the hardest job you will ever have. You will encounter long hours, lack of privacy and limited access to your phone. Knowing how to de-stress and look after yourself is a must. Find out more about life at camp and how to adjust to this crazy place we call home.

Make sure you're looking after yourself when at camp and that you know what to do if you're not feeling 110%. If you're finding it a bit overwhelming there's always someone to speak to. Always know we're on hand to listen 24 hours a day.

Top Tips For When You Arrive at Camp

- Get to know your surroundings
- Don't be afraid to get involved
- Get to know your co-counselors
- Contact your parents - let them know you've arrived safely

Training

When you arrive at camp you will have training specific to your role at camp and trainings specific to camp rules, policies, and how best to equip you with the tools you need in order to be successful in your role at camp. You may be slightly overwhelmed at the beginning, and that's ok, just make sure you're speaking to people about it and know we're always on hand to help. It can take up to 2 weeks to fully settle in your new environment. This is completely normal and your adventure starts with stepping out of your comfort zone.

Time Off/Wellbeing

Each camp is different in the way they structure time off, so check in with your camp about your time and days off. If it doesn't sound right then don't be afraid to ask your supervisor or contact the Camp Leaders US office. Camp is great fun, but it is also extremely exhausting and you do not have much time to yourself. Be sure to take time out for yourself, during off periods at camp and on your day off.

Summer camp can be an intense environment and we want to make sure that you're taken care of not just physically but emotionally too. If you feel you're overwhelmed, take the time to speak to someone or give us a call to check in with you.

Keep hydrated at all times, drink lots of water. If you have any specific dietary requirements or concerns, then make sure to speak to your supervisor at camp before you arrive.

Rules and Regulations at Camp

Following the rules and regulations is essential to ensuring you have a great summer. All camps will have their own rules, policies and philosophies, so just make sure you abide by these and pay close attention to them during your staff training.

Smoking

The majority of camps do not allow smoking.

Alcohol

The legal drinking age in the US is 21 and the authorities take underage drinking very seriously. Camps have very strict policies on alcohol. Familiarize yourself with these and follow the rules at all times.

Poor Performance

If you are prepared to work hard, learn and improve then this should not be an issue. Be prepared, punctual and care about your job. If you are not clear by the end of your staff training about what the expectations are, then just ask. This won't be perceived as a sign of weakness - it will show that you care about doing a good job.

If you were hired for a specific activity role at camp, ensure you have brushed up on your skills before you arrive at camp.

Illegal Drugs

If you are found possessing/supplying illegal drugs of any kind, you will be fired without question and will be reported to the police. It is likely that you will face imprisonment, and ultimately deportation. In states where Marijuana is now legal, refer to your camp contract and understand that camps have implemented a zero-tolerance policy of Marijuana usage in states where it has been legalized.

Abuse

This is a wide topic but essentially refers to the mistreatment of a person in a physical, sexual, emotional or neglectful way. Your camp must provide you with its own policies and procedures regarding this, so listen and engage during staff training so that you can play your part in abuse prevention.

Child Protection

Camp Leaders are committed to working in a way that ensures that children and vulnerable adults never experience abuse of any kind. We require all participants to understand that any inappropriate behavior towards children or vulnerable adults, will be reported by the camp to the law enforcement authorities.

Leaving Camp Early

The last thing we ever want is for someone to return home early. If you need to end your contract, understand that it might be an expensive choice.

Over the course of the summer, you will be challenged, mostly positively, but there also might be times you feel stressed, tested or tired. We want you to be happy and have the best experience possible.

If you do feel like you need a little more help, use the chain-of-command at your camp for help, speak to more experienced camp staff or contact Camp Leaders US office. If you become ill at camp, we understand that the last place you want to be is far away from home. Look for support from your line manager, camp director, camp nurse and your visa sponsor and they will be able to help you.

If you do decide to leave camp early, and this should only be after you've exhausted every possibility of staying, you must contact the Camp Leaders US office **before** you leave camp at **1-866-803-7643**.

Leaving your job at camp is not as simple as leaving your job back home. Camp Leaders US office will talk you through this process and provide detailed instructions on the next steps. We will never judge you and we're here to provide support all the way home. You should note that, in line with the program agreement, there may be financial implications for breaking your agreement and any travel and accommodation after leaving camp will be at your own expense.

You also may not be entitled to the 30-day travel period of your visa; this is at the discretion of your visa sponsor.

Getting Fired

Know your camp rules and follow them. If you break the camp rules, the consequences are that you will be fired.

In most cases, you will be asked to leave the camp program immediately – with just enough time to pack your belongings. It is likely that you will not even be given the chance to say goodbye. This is done this way to avoid a potential disruption and so as not to upset the campers.

If you have been fired from your program, the first thing you must do, before anything else, is to call the Camp Leaders US team to ensure:

- You understand why you have been fired
- That you receive your pro-rated pocket money for the time that you have worked
- You have somewhere to go when you leave camp
- You organize your flight home

If you do not complete your contract then it is highly likely that you will owe money to Camp Leaders. This is because we, Camp Leaders, have outlaid a great deal of money to get you to camp. Camp Leaders covered the majority of your costs to get you to camp and based on your leaving the program early, camp is no longer responsible to pay those fees to Camp Leaders. Please refer to your program agreement for further detail.

Travel and Return Trip Home

Taking the opportunity to travel far and wide is a philosophy we encourage wholeheartedly. If you do decide to go further, know what to expect and what documents you will need.

There are times when you may need to depart the United States during your program and then return. In order to do this you will need to check with your sponsor and make arrangements to have your DS2019 form signed authorizing you to depart the United States and then return. In most cases, this can be done, but you will need to make arrangements to have Your DS2019 form sent to your sponsor by US Post Office Priority Mail with tracking, Federal Express or UPS overnight. A return addressed postage/shipping charges paid label must also accompany your DS2019 form. The sponsor will then sign the DS2019 Form and return to you promptly. The multiple entry is good during your program time only. Please contact the Camp Leaders US office to connect you with your sponsor to facilitate this process.

Departing the US after your camp program has ended

If you wish to travel outside of the USA after you have finished your camp contract, your J-1 visa will cancel as soon as you leave the US. Once you have completed your camp contract, you won't be able to re-enter with your J-1 visa to the United States. If you want to return to travel in the USA, or need to return to the USA to catch your flight home, you must return as a tourist with an ESTA or with a valid tourist visa. You must apply for your ESTA at least a few days before re-entering the USA. If you do not qualify for ESTA you will not be allowed back into the USA without a new existing tourist visa, even just to connect to your flight home.

ESTA

If you are planning to visit any countries outside the United States, always check country-specific entry requirements such as visa, electronic travel authorization (ETA) and mandatory immunizations.

Getting Around America

When looking at your mode of transport during your travel time, look at the pros and cons of each and make sure to find what works best for your budget.

Buses are often the most cost-effective way of traveling in the USA. Despite the cheap cost of buses, they can often be slow and are subject to delays and changes. Be prepared for instances such as this to occur.

There are many different ways to travel short distance by rail and many states will have their own railroad company for short distances. The national rail company is AMTRAK for longer trips. Trains are very efficient and clean, and provide a more comfortable, if a little more expensive ride than buses. They operate service to and from most of the major cities. Just like anywhere else, you should book in advance for cheaper fares.

Flying is the quickest form of transport while in America and internal flights are often very reasonable. Also look at other nearby airports as flight prices can sometimes be drastically different and the most obvious airport might also be the most expensive.

You are permitted to drive in the USA as long as you have a full and valid drivers license in your home country.

Most of the well-known rental companies will require you to have a major credit card (not a debit card), and be at least 25 years old. Some may accept younger drivers, but it may be more expensive. We have an exclusive deal with Alamo for Camp Leaders participants with discounts up to 38%.

Changes to Your Return Flight

For any questions regarding return flight changes, log into your profile, proceed to the travel and flight section and follow the clear instructions. The change fee is always set by the airlines and not by Camp Leaders. The possibility and the cost of a change depend on the availability.

Return Flight

Please arrive at the airport at least 3 hours before your flight's departure as check-in and security can take longer in the USA.

We also advise you to be in your departure city for at least 48 hours before your flight home to avoid missing your return flight. A cancelled domestic flight could result in missing your scheduled return flight home.

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